

**REMARKS**

Applicants respectfully request reconsideration of the present application in view of the foregoing amendments and in view of the reasons that follow.

**Status of Claims:**

Claims 3, 8, 15 and 22 are currently being cancelled.

Claims 1, 4, 7, 9, 10, 12, 16, 20 and 21 are currently being amended.

Claims 23-25 are currently being added.

This amendment and reply adds, cancels and amends claims in this application. A detailed listing of all claims that are, or were, in the application, irrespective of whether the claims remain under examination in the application, is presented, with an appropriate defined status identifier.

After adding, canceling and amending the claims as set forth above, claims 1, 2, 4-7, 9-14, 16-21 and 23-25 are now pending in this application.

**Claim Objections:**

In the Office Action, claims 7, 8 and 10 were objected to because of informalities noted on page 2 of the Office Action. Those informalities have been corrected by way of the claims amendments made in this amendment and reply.

**Claim Rejections – Prior Art:**

In the Office Action, claims 1, 3, 5-13, 15 and 17-22 were rejected under 35 U.S.C. § 102(e) as being anticipated by U.S. Patent No. 6,742,141 to Miller; and 2, 4, 14 and 16 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Miller in view of Null (Null, Linda, “The Essentials of Computer Organization and Architecture”). These rejections are traversed with respect to the presently pending claims under rejection, for at least the reasons given below.

In its rejection of claim 8, whereby those features are now incorporated into presently pending independent claim 1, the Office Action asserts that column 19, lines 40-42, lines 57-58, and column 19, line 64 to column 20, line 18 of Miller teaches the transmission of missing events in a central repository from a computer system during a synchronizing step. Applicants respectfully disagree.

In more detail, column 19, lines 40-42 of Miller describes that if a problem cannot be solved by a technician at a central site, the technician can use the customer site software to attempt to solve the problem at the customer site remotely. Such features that allow the technician to remotely log into the computer and thus to try to solve a problem with that remote computer, has nothing at all to do with the remote computer transmitting a missing event in its local repository to a central repository. Note that the technician has the 'event' already, and is trying to resolve it, and so there is no disclosure in this portion of Miller as to the technician receiving another 'event' from a customer site computer.

Column 19, lines 57-58 of Miller describes a remote support feature shown in Figure 22 of Miller, whereby, for the same reasoning as provided above, this remote support features has nothing at all to do with the technician receiving a "missing event" from a customer site computer for which he/she is trying to fix.

Also, column 19, line 64 to column 20, line 18 of Miller describes features by which the technician can cause the customer site software to access requested state information and to return its value to the technician at the central repository. Again, this has nothing at all to do with the technician receiving a "missing event" from a customer site computer for which he/she is trying to fix.

Accordingly, since Null does not rectify the above-mentioned deficiencies of Miller, presently pending independent claim 1 is patentable over the cited art of record.

Presently pending independent claims 12 and 21 have been amended in a similar manner as discussed above with respect to presently pending independent claim 1, and thus those claims are also patentable over the cited art of record.

The presently pending dependent claims are patentable due to their respective dependencies on either base claim 1, 12 or 21, as well as for the specific features recited in those dependent claims. For example, dependent claim 10 recites that the synchronizing step comprises discarding events that have already been received. The Office Action incorrectly asserts that column 18, lines 5-10 of Miller teaches these features. Rather, column 18, lines 5-10 of Miller describes that a list of entries is transmitted to a configuration analyzer, which compares it to a list generated of the customer knowledge base extraction, and uses the incremental update generator to packet the set of changes needed from the master knowledge

base. There is no teaching or suggestion in this portion of Miller as to discarding of any entry list information (or any other information for that matter).

Accordingly, dependent claim 10 is patentable for these additional reasons.

New Claims:

New claims 23-25 have been added to recite additional features of the present invention that are believed to provide a separate basis of patentability for those claims. In more detail, new claim 23 recites that the missing events correspond to system failure events for which causes were still being determined by the computer system at a time when the central repository made a request for event information to be sent thereto, and for which the causes have subsequently been determined by the computer system. Claims 24 and 25 recite similar features. Support for these amendments may be found in numbered paragraph 0084 of the specification.

Conclusion:

Since all of the issues raised in the Office Action have been addressed in this Amendment and Reply, Applicants believe that the present application is now in condition for allowance, and an early indication of allowance is respectfully requested.

The Examiner is invited to contact the undersigned by telephone if it is felt that a telephone interview would advance the prosecution of the present application.

The Commissioner is hereby authorized to charge any additional fees which may be required regarding this application under 37 C.F.R. §§ 1.16-1.17, or credit any overpayment, to Deposit Account No. 19-0741. Should no proper payment be enclosed herewith, as by a check or credit card payment form being in the wrong amount, unsigned, post-dated, otherwise improper or informal or even entirely missing, the Commissioner is authorized to charge the unpaid amount to Deposit Account No. 19-0741. If any extensions of time are needed for timely acceptance of papers submitted herewith, Applicants hereby petition for such extension under 37 C.F.R. §1.136 and authorize payment of any such extensions fees to Deposit Account No. 19-0741.

Respectfully submitted,

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